

Chapter 2 : Activation Procedures and Database Management.

Why do I need authorization?

Because we must ensure that only members of the authorized audience (active duty U.S. military, Department of Defense civilians, military retirees, and their family members with exchange privileges) can receive the AFN Plus signal. The Armed Forces Radio and Television Service (AFRTS) acquire the rights for the programming you see on AFN Plus. Program owners give AFRTS the rights to their programming at little or no cost, as a public service to U.S. military members stationed overseas. This programming is worth a great deal of money-commercial networks commonly pay hundreds of thousands of dollars for individual episodes of popular programs. To ensure that it continues to receive programming at little or no cost, AFRTS must promise that only the authorized audience will be able to view its services. Your Power-Vu decoder is one part of an elaborate security system that protects AFN Plus from unauthorized audiences. AFRTS must authorize (or turn on) each decoder individually, over its satellite links, from the AFRTS Headquarters in Alexandria, VA or the Defense Media Center at March Air Reserve Base, California.

How do I get the decoder authorized?

When you have received the decoder, refer to the set-up procedures for your area of the world in Chapter 4 of this booklet. To request a decoder authorization customers should log on to the PowerVu Connect site at <https://pvconnect.net>. Select "authorize decoders. Customers should then complete the decoder authorization request form by filling in the decoders TID and UA number (Tracking ID and User Address) and other requested information. The decoder request information will be reviewed by AFRTS-HQ. Leased customer request authorizations must originate from the military exchange or store that leases the decoder. Individual requests for leased decoder authorization will be rejected. Approved authorizations should occur within 24 hours upon receipt of the request.

Customers may send an e-mail to afrts@pvconnect.net with "get form" in the subject block to receive an electronic form to fill out and return via e-mail.

If the Internet and e-mail access are not available to the requestor (remote locations), customers who purchased a decoder can contact the AFRTS-BC directly at (909) 413-2339, DSN 348-1339 Or AFRTS-HQ at (703) 428-0616, DSN 328-0616. IRD's will be entered manually into the <https://pvconnect.net> web site by "on-call" technologists receiving this information. Callers will need to have the Tracking Identification (TID) number and model number of each decoder available to provide to the technologist in order to activate the decoders.

How long does it take to get the decoder turned on?

It is the goal of HQ AFRTS to activate your decoder within 24 hours after receiving your request. Once the owner and location of the decoder has been

verified in the AFRTS database, the decoder will be activated. The decoder will stay activated unless it is physically turned off by HQ AFRTS Operations.

How do you keep track of all these decoders?

All locations possessing an AFRTS PowerVu decoder are entered into the main AFRTS decoder database. Information about each site is kept. The information includes: what type and how many decoders are at the location; the TID numbers of the decoders, what satellite they look at; what size satellite dish they have; how the signal is distributed to the viewers, a point of contact, commercial phone number, fax number, e-mail address, DSN telephone number, shipping address, viewing population data, and other remarks that help us identify who we are serving. It is maintained by HQ AFRTS Operations.

What are the direct exchange (DX) procedures for AFRTS PowerVu equipment?

Depending whether the decoder is government owned, customer owned, customer leased, or US Navy owned one of four different procedures are followed. These procedures are found in this chapter.

Government issued decoders: The direct exchange (DX) procedure is based upon the former Television-Audio Support Activity (now Defense Media Center) External Policy and Procedure, dated August 29, 1996 and provides DX procedures for all models of AFRTS provided Power Vu Integrated Receiver-Decoders (IRD). Customer purchased equipment is discussed later in this chapter.

All activities will operate in accordance with these procedures. Local repair of PowerVu equipment is NOT authorized.

When it is determined that a piece of Power Vu Equipment is defective, furnish the following information:

- ❑ Model number(s) of the defective unit(s). Rack mountable commercial 9223 IRDs are provided in three Models: 803-200, 803-201 and 803-202. These model designations are provided as part of a bar code on the front of the units. The set top unit that uses a remote control is Model 9234.
- ❑ Tracking identification number(s) (TID). The 9223 units are marked with the TID as a part of the front panel bar code. The TID for 9234 IRDs is on the bottom of the equipment or on the rear.
- ❑ Quantity, by model, of defective units. Please provide us the number of defective decoders by model number. Example: (2) 202s, (3) 201s, (13) and 9234s.
- ❑ Symptoms of defect(s). Provide as much information as possible to assist with the troubleshooting and repair of the equipment.

- ❑ Point of contact (POC) should include: name, telephone number (DSN/commercial), Fax number (DSN/commercial) and, if possible, the E-Mail address.
- ❑ Return shipping address.

Notifications of defective equipment are preferred via E-Mail, however, fax, letter, or messages are acceptable alternatives.

E-Mail Addresses:

To: powervu@dodmedia.osd.mil

cc: afrtops@hq.afis.osd.mil

afrtenq@hq.afis.osd.mil

dee@dodmedia.osd.mil

Mailing addresses:

To: Television-Audio Support Activity
Attn: Video Compression (DX Program)
1363 Z Street Building 2730
March ARB, Ca. 92518

cc: AFRTS HQ/Engineering
601 N. Fairfax Street, Room 360
Alexandria, VA 22314

American Forces Radio and Television Service
Defense Media Center
1363 Z Street
Building 2730
March ARB, CA 92518

Message addresses:

To: CDR TASA SACRAMENTO CA
Info: AMFINFOS WASHINGTON DC//AFRTS//
CDR AFRTS BC MARCH FLD CA//DOEE//

Fax numbers:

AFRTS: DSN 328-0624

AFRTS: Commercial (703) 428-0624

AFRTS-BC: DSN 348-1457

AFRTS-BC Commercial: (909) 413-2457

Upon receipt of a notification of defective equipment, Scientific Atlanta (SA) will be contacted and requested to provide a Return Materiel Authorization (RMA) number and the address to ship the defective unit. TASA will then advise all parties of the RMA and the shipping address. Do not ship until you are given disposition instructions by TASA. Additionally, the AFRTS-BC will de-authorize the defective unit(s) in the decoder database.

Ensure that the equipment is packed properly, marked and shipped by traceable means. The remote control must be included with the shipment of a desktop D9234 decoder.

Notify TASA with complete shipping information of the defective equipment being returned for repair.

TASA will ship a replacement, if available. TASA will provide the TCN, method, mode, and date of shipment.

Technical Points of Contact:

AFRTS HQ:

Commercial (703) 428-0289,

DSN 328-0289

E-mail: afrteng@hq.afis.osd.mil

AFRTS-BC

Duty Engineer, commercial (909) 413-2236, then Press 1

DSN 348-1236, and ask for the engineer.

E-mail: dee@dodmedia.osd.mil

Defense Media Center Engineering

Commercial (909) 413-2590

DSN 348-1590

Fax Commercial (909) 413-2463

DSN FAX 348-1463

E-mail: powervu@dodmedia.osd.mil

Defense Media Center (formerly T-ASA) Logistics

Commercial (909) 413-2590

DSN 348-1590

Fax commercial (909) 413-2463

DSN Fax 348-1463

E-Mail: powervu@tasa-exchange.army.mil

HQ AFRTS Operations:

Commercial DSN 328-0616 or commercial 703-428-0616

Fax commercial (703) 428-0624, DSN 328-0624

E-Mail: afrtops@hq.afis.osd.mil

HQ AFRTS Policy:

Commercial (703) 428-0290, DSN 328-0290,

Fax commercial (703) 428-0624, DSN 328-0624

E-Mail: afrtops2@hq.afis.osd.mil

What do I do if or when my authorization period is up?

You will be automatically switched to a channel telling you to update your registration. Then you must log on to www.pvconnect.net and update your authorization information. AFRTS will only authorize decoders for a maximum of three years.

What are the repair procedures for customer purchased PowerVu Integrated Receiver Decoder (IRD) equipment?

PowerVu IRD equipment, which has been purchased by military commands, is considered customer purchased equipment and is returned for repair to the manufacturer, Scientific Atlanta. To exchange or return customer purchased PowerVu equipment; the unit's representative should select one of the several options listed below based on the location of the command. If using the Scientific Atlanta option ask for a return material authorization (RMA) to return the IRD for repair. The Scientific Atlanta automated attendant will route the caller to the company's Technical Assistance Center or to a Customer Service Representative. Scientific Atlantic's facility is manned from 8:00 a.m. to 5:00 p.m.